



## **FOCUS AREA I - SUSTAINABLE ENVIRONMENT**

**Goal:** *Maintain a sustainable environment for current and future generations by planning and managing growth areas and the infrastructure needed.*

**Outcome:** *Provide “Smart Growth” of present and future urban centers while providing our citizens with an adequate and total range of services needed.*

### **Strategies and Results**

**FOCUS I (A):** Establish intergovernmental and corporate partnerships to provide “Smart Growth” through the planning, building and enhancement of present and future urban centers.

#### **Fiscal Years 2000 and 2001 Results:**

- The **Parks and Recreation Division** constructed a ball field at Paisley Park and a playground center at the McTureous Memorial Park.
- Developing the foundation for a new digital Lake County Water Resource Atlas was a major accomplishment for the **Water Resource Management Division**. The Atlas will be a County Internet-based program that will provide real-time water resource data to all citizens with Internet access.
- The **Planning and Development Division** helped to create a community-based plan for the Town of Montverde that will serve as a growth management tool for proposed land uses and future road alignments.

#### **Fiscal Years 2002 and 2003 Results:**

- The **Department of Public Works** has completed Phase I construction of Lake Idamere Park. Construction has started on Twin Lakes and Pine Forest Parks with completion anticipated by December 1, 2003.
- **Public Works** has implemented the management plan for the 263-acre Palatlahaha Environmental and Agricultural Reserve (PEAR) Park. The plan includes establishing a plant nursery and studying the environment of the land to make recommendations regarding its use.
- The **Department of Public Works, Stormwater Division**, has designed and bid five projects for Lake Griffin to address stormwater issues, with up to six more underway. Master Watershed Plan for stormwater quality is underway on Lake Minnehaha, Minneola, and Louisa. A Lake Dora water quality improvement project has been completed in Mt. Dora and also in Tavares. The Lake Eustis Master Watershed Plan is now underway. Other projects are also underway to retrofit stormwater quality and flooding in Lake County.
- **Public Works** has worked with the Florida Department of Transportation (FDOT) to address stormwater retrofit of runoff from U.S. Highway 441 into Lake Gertrude Drainage Basin. FDOT has now programmed the Stormwater Retention pond for construction in 2005 concurrent with the six-lane of US 441 in this area.
- A partnership has been established between the **Public Works Department** and the St. Johns River Water Management District (SJRWMD) and Orange County for inventory of the Lake Apopka Drainage Basin. Further work will include evaluation of necessary corrective action for stormwater discharge into the lake.

- Lake Idemere Park, opened by the **Public Works Department** in February 2003, is a new community park located north of Astatula on the CR448 extension.
- **Public Works Department** also constructed three new multi-purpose buildings in Umatilla, Paisley, and Montverde which provide neighborhood centers for community activities. These modular buildings were constructed in area parks using grant funds.
- The **Lake Soil & Water Conservation District** has been accepting local conservation easements since February 2002, which include some land management responsibilities in order to ensure proper use of natural resources.
- The **Procurement Division** has implemented the “Reduce, Reuse, & Recycle” policy for incorporation into all solicitations; standardized on recycled paper as the default product for all County purchases as part of office supply contract; standardized language in solicitation to require all bid & RFP submittals to be printed on double-sided post-consumer recycle paper; and incorporated reduced packaging and energy conservation (including required Energy Star ratings) requirements into certain bid solicitations.

**FOCUS I (B):** Ensure stability, credibility and confidence among citizenry in our ability to provide adequate and total range of services needed.

Fiscal Years 2000 and 2001 Results:

- The **Waste Management Facilities Operations Division** installed stationary compactors for solid waste at the Lady Lake Drop-Off Center, resulting in a 20% increase in tonnage transported.
- Lake County surpassed the state-mandated recycling rate by recycling 33% of all waste.
- The **County Outreach Development Office** held two nine-week courses for the Citizens Academy. The Academy was given an overall rating of “Excellent” by the 43 citizens who attended.
- The **Special Services Division** of Public Works successfully tested the Emergency Preparedness Plan for hurricane response in Lake County.
- The **Road Operations Division** of Public Works inventoried 80% of Lake County traffic signs, to include locations and sign-specific information.
- The **Waste Management Division** entered into a new contract for hauling leachate, which resulted in a 16.7% decrease per gallon in the costs of leachate disposal.
- The **Building Services Division** provided eight on-site training sessions for contractors, inspectors, and plans examiners.
- The **Cooperative Extension Service Division** worked in cooperation with agricultural employers to help them comply with federal Environmental Protection Agency (EPA) Worker Protection Standards for pesticides.
- The **Community Development Block Grant (CDBG) Division** funded engineering design of 13.6 miles of unpaved roadway and paving of approximately 1 ¾ miles of sand/clay roads in Lake Kathryn and paid paving assessments on behalf of 54 low income households.

Fiscal Years 2002 and 2003 Results:

- The **Department of Solid Waste** fully implemented Universal Collection of solid waste in Lake County through the November 2002 tax roll and during the FY 2003. The Department also developed and implemented a public awareness campaign on proper disposal of electronic products.
- The County’s **Environmental Services Department** privatized the recycling program which saves consumers money while expanding services. In addition, the Department completed and opened the Infill Landfill which will provide Lake County with additional landfill capacity to meet the County’s future needs while protecting the environment.

- An Aquatic Plant Management brochure was published and distributed by the **Special Services Division of Public Works** for dissemination to schools, social organizations, and other individuals with an interest in Lake County aquatic plant management activities.
- The **Building Services Division** currently has permit information available on the Internet through the Lake County web-page at [www.lakegovernment.com](http://www.lakegovernment.com). This information includes the ability to schedule inspections, request inspection results, view requested inspections, permit status, certificate of occupancy and plan review status. Permit status currently provides a duplicate of the actual permit, outstanding fees, fee type and payment history, other information such as sub-contractors and sub-permits. Internet permitting will provide the ability to acquire a permit for items not requiring plan review at first and will graduate to internet plan review and permitting. This service is currently being tested by the software vendor and will most likely be online by the end of 2003.
- The **Lake Soil & Water Conservation District** will continue to enhance current water conservation activities by system evaluations, low volume designs, irrigation water management, and conservation education. This will help provide a dependable and sustainable water supply.
- The **CDBG Division** funded paving of approximately 1 ¾ miles of unpaved roadway in Lake Kathryn and paid a paving assessment on behalf of one low-income household.
- The **CDBG Division** helped to organize an intra-County/interagency Community Enhancement Working Group that is developing a work plan to identify sectors of the County needing special attention with the intention of directing and targeting resources to these areas in future years.
- **Budget and Administrative Services** has updated the School and Roads Impact Fees, and is studying the possible needs for impact fees for libraries and parks and recreation.

## **FOCUS AREA II - ECONOMIC BASE**

***Goal:*** *Maintain an economic base and the infrastructure needed which will allow our citizens the ability to enjoy optimum employment, varied cultural opportunities and a quality standard of living.*

***Outcome:*** *Increase the number of quality jobs and increase and diversify the tax base in Lake County.*

### **Strategies and Results**

#### **Fiscal Years 2000 and 2001 Results:**

- The average wage increased from \$10.39 to \$10.90 per hour.
- Lake County created 86 additional jobs during FY 2001 using Jobs Growth Investment (JGI) funds.
- The **Economic Development Office** sold 32 acres in the Lake County Christopher C. Ford Central Park to Home Depot for the development of a 122,000 square foot warehousing and transfer facility.
- The Five-Year Capital Improvement Plan was adopted on an annual basis and approved for the ensuing four years.
- The **Economic Development Office** successfully renegotiated a State Grant Agreement enabling Lake County to retain nearly \$800,000 in grant funding.

- A Tourism Summit was held by the **Office of Tourism** during FY 2001 and input from the industry providers was used to revise and update the Tourism Plan. A tourism/economic development summit is being developed and is scheduled to be held in February 2004.
- With the continuing partnership with the Central Florida Sports Commission, the **Office of Tourism** brought to Lake County the NCAA Women's Division I Gold Championships, the Junior Olympics, the USA Triathlon National Championships, and the World Disabled Water-ski Championships. From FY 1998 to FY 2000, these sporting events made a \$4.6 million impact to the County.
- Program packages were added to the Tourism section of the County's website to allow Internet users to easily book reservations to Lake County hotels, events, and destinations.

#### Fiscal Years 2002 and 2003 Results:

- The **Department of Economic Development and Tourism** was established in FY 2002 to develop a method to improve our economy through enhanced employment opportunities, commercial and industrial growth, and tourism activities.
- The **Department of Economic Development and Tourism** created a database of all cultural and historical organizations in the County and has developed event and activity brochures and newsletters from this list. The database is also used as a mailing list for arts activities such as the arts newsletter, Start With the Arts program, public art activities, and membership drives.
- During fiscal year 2003 the average wage in Lake County increased to \$12.15 per hour.
- During the last two fiscal years the **JGI Program in Lake County** made awards creating 271 high wage jobs.
- The **Economic Development and Tourism Department** has sold six parcels of land in the Lake County Christopher C. Ford Commerce Park during the last two fiscal years. This is a record number of sales in the park during any two year period.
- The **JGI procedures** were amended to standardize the wage amounts to state guidelines so JGI applicants could also apply for state economic development incentives. Further refinements to the JGI Program are being considered.
- **Economic Development** has partnered with Metro Orlando EDC and now has an annual marketing plan for Lake County which has been developed and implemented to enhance economic development activity in the County.
- The **Department of Economic Development and Tourism** has formed a new comprehensive economic development/tourism web site with events, property rental and sales listings and special sections that will direct travel writers to the PR agency. This new consolidated web site is now managed by the county information technology division and will allow additional enhancements to also be made to the county web site.
- The School impact fee increase will assist the School Board's long-range plan to provide adequate schools for the County's growing population.
- Citizens' support of the renewal of the extra penny tax will provide much needed improvements over the next 15 years to County, municipal, and educational infrastructure.

### **FOCUS AREA III - NOURISH COMMUNITIES**

***Goal:*** To nourish our communities enabling all residents the enjoyment of an aesthetically pleasing, safe, abundant and healthy lifestyle.

***Outcome:*** Provide for the needs of our older population, provide for the well-being of our low income residents and our children, and provide for quality fire, emergency medical, and law enforcement services.

#### **Strategies and Results**

**FOCUS III (A):** Ensure that Lake County provides for the needs of our growing older population.

##### **Fiscal Years 2000 and 2001 Results:**

- The **Veterans Services Division** established an additional outreach site at the Clermont Chamber of Commerce and assisted clients in securing more than \$462,500 in monetary benefits through the Department of Veteran Affairs.
- The **CDBG Division** funded weekend delivery of frozen meals to 125 homebound senior citizens.

##### **Fiscal Years 2002 and 2003 Results:**

- Lake County established the **Elder Affairs Coordinating Council** in 2002. Their role is to provide the County Commissioners with information regarding existing elder programs and facilities, identify services that will benefit elders, and assist in making Lake County an elder-ready community for a lifetime. The Council will facilitate partnerships to increase funding for elder programs and enhance elder services; advocate for elders on behalf of the County Commissioners; improve community awareness about elder issues; increase access to services for elders, recommend policies and strategies that will address elder needs; and assist in the coordination of elder services to maximize resources.
- The **Veterans Services Division** hosted a health fair at the Tavares Community Center and a TRICARE seminar at the Jenkins Auditorium for veterans and dependents in FY 2002.
- The **Veterans Services Division** will relocate the Leesburg outreach program from the current location to the new VA clinic on Main St, Leesburg. The anticipated change to the new facility will be in January or February of 2004. The other outreach sites in Clermont and Paisley will also continue to operate.
- The **CDBG Division** funded weekend delivery of frozen meals to 120 homebound senior citizens and transportation of 20 homebound senior citizens to congregate meal sites in FY 2002.

**FOCUS III (B):** Provide for well-being, both mind and body, of our low income residents and our children.

##### **Fiscal Years 2000 and 2001 Results:**

- The **Department of Community Services** provided \$38,239 in utility/rental assistance and \$53,500 for indigent burial assistance during FY 2001.
- The **Community Development Block Grant (CDBG) Division** assisted 288 citizens to purchase prescriptions, and provided 125 homebound seniors with home-delivered meals on weekends.

- The **Library Services Division** established a countywide literacy program for adults and those needing to learn English as a second language.

#### Fiscal Years 2002 and 2003 Results

- The **Housing and Community Development Division** assisted 180 families with home purchase through the SHIP funded Affordable Housing Program.
- Three participants in the HUD funded Section 8 rental assistance program transitioned to home ownership.
- The **CDBG Division** funded purchase of prescriptions for 600 low-income citizens and home repairs for 8 low-income households.
- The **CDBG Division** has taken leadership roles in development of the Mid-Florida Homeless Coalition and in the County's disaster preparedness efforts.
- Lake County allocated \$50,000 for distribution to local Human Service providers through a competitive grant application process. Through this **Human Services Grant Program**, services were provided to hearing-impaired citizens, blind residents, sexual assault victims, people in need of rental assistance, victims of domestic violence, homeless residents, and children's intervention programs.
- The **Children's Services Division** coordinated five two-day grant writing workshops. More than one hundred fifty individuals have participated in the workshops. Agencies have become empowered to write their own proposals rather than depending on the expertise of an outsider. The proposals submitted to outside funding sources brought an additional \$486,860 in matched funds for services to Lake County children and families. The networking opportunities have also encouraged grant writing collaboration among the agencies.
- The **Social Services Section** improved the County's methods and procedures for citizen eligibility for the Fire and Solid Waste Assessment Program, resulting in increased program service to citizens. 299 low-income residents were eligible for the Program in 2002/03, resulting in more than \$80,000 of Fire and Solid Waste Assessments being waived for payment.
- The Marion Baysinger Memorial Library was relocated to a renovated 5,000 sq. ft. facility. The branch library which primarily serves the Groveland and Mascotte areas opened November 1, 2002.
- Property was purchased in the Cagan's Crossing development for the new Citrus Ridge County Library. Harvard, Jolly, Clees, Toppe Architects, P.A. has been selected to design the building.

**FOCUS III (C):** Ensure the provision of quality services for fire, emergency medical services, and law enforcement.

#### Fiscal Years 2000 and 2001 Results:

- The **Animal Control Division** received the "Outstanding Agency of the Year" award by the Florida Animal Control Association.
- The **Animal Control Division** added a page to the County web site entitled "Internet Pets," which features information about animals that are ready for adoption.
- The **Emergency Management Division** developed a Terrorism Annex to address the roles and responsibilities of all appropriate agencies in the event of a terrorist incident.
- The **Fire and Rescue Division** added Advanced Life Support (ALS) service to three fire stations in the County.

- Seventeen of the County's firefighters completed intensive medical training, including training on cardiac monitoring, administering medication, and establishing IVs, to attain the position of Firefighter/Paramedic.
- The **Fire and Rescue Division** added 15 firefighter/EMT positions in conjunction with the opening of two 24-hour manned fire stations.
- The **Wireless Emergency 911 (E-911) Division** of the Office of Communications Systems was re-appointed by Governor Bush to the seven-member Wireless 911 Board for the State of Florida.
- Phase I of the Automatic Location Identification (ALI) project was implemented by the **Wireless E-911 Division**, which will provide emergency call-takers with geographic locations of wireless callers.
- The **Probation Services Division** established a vehicle immobilization program for offenders convicted of Driving Under the Influence (DUI) and, in coordination with local law enforcement, established "Intoxilyzer 5000" alcohol testing.

#### Fiscal Years 2002 and 2003 Results:

- The **Emergency Management Division** coordinated the Lake County Terrorism Taskforce. The taskforce is a multi-jurisdictional and multi-agency organization co-chaired by the Lake County Sheriff's Office and Lake County Division of Emergency Management. The Taskforce has written a charter and was renamed as the Lake County Anti-Terrorism Taskforce. The taskforce meets monthly or as necessary to address Terrorism Issues that may affect Lake County or the East Central Florida Region.
- The **Fire and Rescue Division** has budgeted funds to complete construction on the South Lake and Astor fire stations and to complete the remodeling phase of station 52 in the Grand Island area for future staffing.
- In 2000, **Lake-Sumter EMS** was formed under a partnership between Lake and Sumter Counties to provide EMS services within the two counties. Since then, Lake-Sumter EMS and various fire services in Lake County have partnered for the purpose of improving the response and quality of emergency services both EMS and fire. Lake-Sumter EMS has agreed for several of the fire services to provide ALS non-transport services within their response areas while several of the fire services have permitted Lake-Sumter to co-locate within their fire stations. This has been well received by both the involved entities and the citizens and has enhanced the EMS services in Lake County.
- The **Communications Division** implemented Phase I wireless E911 which allows our system the capability of receiving call-back telephone numbers and the location of the cell site that handled the call. Four of the five wireless carriers are operational in Lake County, and connectivity with the fifth is underway.
- The **Probation Services Division** will implement a probation client classification system to identify clients who warrant more intense supervision.
- From Fiscal Year 1999 through Fiscal Year 2004, the Board of County Commissioners approved an additional 72 **Law Enforcement and Corrections** officers and staff. The General Fund budgeted \$28,107,951 in Fiscal Year 1999 for the countywide law enforcement function, and \$38,915,304 in the proposed 2004 budget. From 2001 through 2003, approximately \$3.2 million was spent from the Extra Penny Sales Tax for road patrol vehicles and other equipment.

## **FOCUS AREA IV - INCREASE CITIZEN CONFIDENCE**

**Goal:** *To increase citizen confidence in Lake County government.*

**Outcome:** *Continue to identify the wants and needs of our citizenry; re-enforce employee commitment to customers and quality services; foster employee well-being, morale and self-worth, improve and enhance services for our customers.*

### **Strategies and Results**

**FOCUS IV (A):** Continue to identify ways and means of ascertaining the wants and needs of our citizenry and which address the provision of services which affect their quality of life.

#### **Fiscal Years 2000 and 2001 Results:**

- The **Office of Human Resources** successfully implemented the Virtual Volunteering Program, which allows individuals to perform volunteer activities away from County premises.
- The **CDBG Division** surveyed approximately 800 households that had received housing assistance from the County plus other interested citizens. The results of the survey were used to develop the priorities that were to be addressed with CDBG funds over the next five years.
- The **CDBG Division** provided citizens with opportunities to comment on CDBG program performance and priorities by scheduling two public hearings, assisting the CDBG Urban County Partners to hold two more hearings, by placing copies of the FY 2000 to 2005 Consolidated Plan and the FY 2001 Action Plan in public libraries and city/town halls around the County for a 30-day public inspection period; by observing a 15-day public inspection period for the FY 2000 Consolidated Annual Performance and Evaluation Report (CAPER); by arranging for posting of all three documents on the County's web site; and by sending electronic copies to interested parties upon request.

#### **Fiscal Years 2002 and 2003 Results:**

- The **Lake County Volunteer Program** has enhanced volunteer participation by successfully implementing the LCVP Internship Program, which provides internships to local area high school students, technical school students and students pursuing Associate, Bachelor and/or Master's degrees.
- The **Lake County Volunteer Program** has established the LCVP Teen Program to coordinate and promote teen volunteerism available to Lake County teens by providing teens with a database of available opportunities.
- The Leesburg Public Library joined the **Lake County Library System** as a cooperative member, thus providing Lake County residents with access to additional information resources.
- **Budget and Administrative Services** is in the process of testing a cost-effective service in which citizens can enter requests online and track the progress of the answers or solutions. The program is designed to increase efficiency by forwarding the request to the appropriate staff using an automated e-mail routing system.
- The **Procurement Division** conducted a formal satisfaction survey with vendor community. The vendor survey form is posted on Internet.
- The **CDBG Division** provided citizens with opportunities to comment on CDBG program performance and priorities by scheduling five public hearings, assisting the CDBG Urban County Partners to hold four more



hearings, by placing copies of the FY 2002 and FY 2003 Action Plans in public libraries and city/town halls around the County for a 30-day public inspection period, by observing a 15-day public inspection period for the FY 2001 CAPER, by arranging for posting of all three documents on the County's web site, and by sending electronic copies to interested parties upon request.

**FOCUS IV (B):** Focus on procedures, methods, and programs which enforce employee commitment to customers and quality services.

Fiscal Years 2000 and 2001 Results:

- In FY 2001, goals were added to the employee performance evaluation process, thereby giving employees incentives to further their professional goals, their department's objectives, and the County's mission.

Fiscal Years 2002 and 2003 Results:

- The County has designed a countywide **customer service workshop** program to be offered to all employees at various sites and times.
- The County's **Outreach Program** is focusing on programs to be implemented in FY 2004 which enhance the County's presence and perception in the community. Examples include Citizens' Academy, interactive web communication, government day and external communication.

**FOCUS IV (C):** Establish internal programs which foster employee well-being, build morale, improve employee self-worth and provide for employee involvement through improved communications.

Fiscal Years 2000 and 2001 Results:

- The **Risk Management Division** held safety, health and pre-retirement expositions, initiated the wellness program, and completed hazard communication, and bloodborne pathogen and ergonomics training for County employees.
- The **Training and Development Division** coordinated several in-house computer training programs to develop software skills of County employees. The Division also conducted supervisory training programs to develop leadership skills of Division Directors and Supervisors.

Fiscal Years 2002 and 2003 Results

- The **Risk Management Division** offers quality "Lunch & Learn" sessions for staff. Topics have included: Health issues, creating confidence and productivity, being your own medical advocate, stress-makers and stress-busters, osteoporosis, yoga, domestic violence, and the art of conflict resolution.
- **The County Management team** holds regular sessions with all levels of the employee base including Department Directors, Division Directors, Supervisors, Employee Advisory Committee, and randomly selected employees.
- The **Risk Management Division** successfully implemented new legislation, the Health Insurance Portability and Accountability Act. The Board approved several policies which protect health privacy of individuals, and the Risk Management staff provided training to each employee.

**FOCUS IV (D):** Establish additional methods and systems which will provide continuous reviews and upgrades in existing processes and programs and create improved and enhanced services for our customers.

Fiscal Years 2000 and 2001 Results:

- The **Office of Human Resources** successfully implemented the performance-based merit program in FY 2000, which ensures that an employee's compensation is dependent on an evaluation of their performance during the year.
- The **CDBG Division** developed computerized project tracking and financial management systems that are continually being updated and refined.

Fiscal Years 2002 and 2003 Results:

- The **County Attorney's Office** conducts monthly orientation sessions for new employees related to public records and ethics standards and is currently updating materials in preparation of a seminar-like book to be used as a handout for these sessions. Also, in conjunction with the city attorneys, we are planning seminars to be held in South Lake, Northwest Lake, and Northeast Lake in February 2004. All elected and appointed city and county officials will be invited.
- The **County Attorney's Office** is developing a process to place unneeded properties owned by the County back on the tax rolls within six months of acquisition.
- **BCC Administrative Support** continues to adhere to the 2 working day standard of remitting service requests to the appropriate departments.
- The **CDBG Division** developed a Policies and Procedures Manual, which is continually being updated, and participated in a nationwide effort to streamline and improve the consolidated planning process.
- The **CDBG Division** helped to organize an intra-County/interagency Community Enhancement Working Group that is developing a work plan to identify sectors of the County needing special attention with the intention of directing and targeting resources to these areas in future years. The work plan will include an enhanced public participation process.

**FOCUS IV (E):** Stay abreast and take advantage of new technologies to enable development of new methods in providing governmental services with expedience and ease.

Fiscal Years 2000 and 2001 Results:

- The **Assessment Section** successfully completed a two-year project certifying the non-ad valorem assessments to the Tax Collector using new software.
- The **Procurement Division** implemented the Purchasing Card Program countywide and improved the bid process so that vendors can register as bidders on-line and download bid documents and bid results all via the County's web site.
- The **Information Technology Division** introduced virus control initiatives and new firewall technologies and implemented e-mail in over 400 personal computers with two buildings using wireless technology.

Fiscal Years 2002 and 2003 Results:

- The **Department of Environmental Services** has installed a video surveillance system at the Waste-to-Energy Facility.

- **Geographic Information Services Division** has completed 80% of the parcel layer construction, is partnering with municipalities to create shared data sets called CITYview, and has completed initial geocoding street centerlines.
- **Procurement Division and Information Technologies** has designed a system where potential vendors can register on the County web site. Potential bidders can download all formal bids and addenda from Internet. Results and tabulations of bids and RFPs are posted to the Internet.
- The **Assessment Section** has debugged the CDPlus software and implemented the Fire and Rescue assessment module. The module was used to certify the rolls for the FY 2003 and 2004 non-ad valorem assessments.
- The **Assessment Section's** database is compared to the Property Appraiser's database on a monthly basis and any database differences are resolved at that time.
- The **Assessment Section** successfully completed the process of coordinating with the Property Appraiser's Office to add the Fire and Rescue Assessment to the FY 2004 TRIM Notice (FY 2003 for the Property Appraiser's Office), thereby saving the Fire and Rescue Fund a minimum of \$25,000 annually.
- The **Budget Division** implemented a new, flexible budget software package which enables various scenarios to be calculated within minutes, rather than within days using the former budget package. The efficiency of the package enables staff to concentrate on analysis and monitoring functions, and less on data entry.
- **Supervisor of Elections** receives live up to the minute tally of voting results – precinct locations, etc.
- **The BCC Intranet web site** improves the communication of information to County employees. **Information Technologies** began transmission of “live” meetings to employees – saving time for some and informing others.
- Wireless laptop computer communications for **building inspectors** and **code enforcement officers** saves time by allowing them to log on and access database information, check e-mail or receive a fax, at remote sites.
- Through the use of **Virtual Private Networks** the computer desktop has been extended to the home computer. E-mail can be received and sent over any computer from anywhere and is encrypted to maintain integrity.
- The County has implemented live **Video Conferencing** in Clermont and Tavares through the use of video streaming technology expediting problem solving for the county and for the customer